2010 performance statistics – all clients

FRONT END

	PCD STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
*CURRENT WEEKS RECEIPTS PROCESSED TO UPDATE	95%	99.2%	99.60%										
*CURRENT WEEKS RECEIPTS MISSED UPDATE		0.8%	0.40%										

CASH DEPOSITS

	PCD STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
WITHIN 24 HOURS OF RECEIPT	80%	99.0%	99.0%										
WITHIN 48 HOURS OF RECEIPT	95%	99.0%	99.0%										
WITHIN 72 HOURS OF RECEIPT	100%	100.0%	100.0%										

LETTERSHOP

	PCD STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
JOBS MAILED ON-TIME	90%	89.5%	92.9%										
JOBS MAILED LATE DUE TO CLIENT		7.6%	4.7%										
JOBS MAILED LATE DUE TO PCD		2.9%	2.4%										

TELEPHONE CUSTOMER SERVICE

	PCD STANDARD	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
CALLS ANSWERED WITHIN 20 SECONDS	80%	85.9%	82.5%										
ABANDON RATE	<5%	1.3%	1.6%										